**Vanessa Marie-Louise Maina**

**8 Burnell Walk, Essex, Brentwood, CM13 3DA**

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Personal statement

I am a hardworking and professional individual with previous retail and custodial experience. I am currently pursuing a career within the Youth Justice sector. I am a very organised, efficient, and professional worker. I approach any task with a positive, can-do attitude and always aim to complete my tasks to the highest standard.

Having worked at Serco for nearly 2 years, I have gained Ministry of Defence skills and qualities that I believe will be of benefit to my future employer and within the field of Youth Offending and Youth Justice. Some of these skills include interpersonal skills that can be used to help de-escalate a situation, teamwork skills, physical restraint skills that can aid a young person or adult from causing more harm to themselves, and a duty of care at all times.

This job has taught me resilience, patience, and above all a duty of care. Listening to how custodies respond to regular check-ups, both visual and verbal can help an officer in determining how a custody may be feeling, or what they may be thinking. Visualising their body language and being able to translate this into a note/report style of writing can also be of service to the courts and how they may manage their behaviour whilst supervising the custody.

Key Skills

* Proficiency in all areas of Microsoft Office, including Word and PowerPoint
* Excellent communication skills, both written and verbal
* Experienced Hostess
* Admirable skills with customer service and serving people
* Formal punctuality skills
* Brilliant desire to work hard and to the best of my ability
* Prison Custody Officer experience
* Experience with young juveniles and vulnerable adults

Employment History

Hostess working at The Provender

(January 2014 – June 2014)

Achievements and responsibilities:

* Greeting guests at the door and seating them at their appropriate table.
* Taking the customers coats and any other belongings making sure that they were comfortable in their surroundings.
* Clearing the tables, cleaning and re-setting them according to the reservation.
* Making sure all wine glasses and water glasses and menus were cleaned ready to be set on the table.

Senior Sales Member at Greggs

(September 2015 – January 2020)

Achievements and responsibilities:

* Welcoming customers and serving them in a warm and friendly manner.
* Receiving customer orders
* Looking after the shop for a few hours a day, either at opening or closing time
* Opening the shop ensuring the much-loved products of the store are ready and fresh for our customers and the shop is set up to the highest standard.
* A passion to deliver a fantastic shopping experience for the customers when they come in.
* Closing down the store and getting the shop ready for the next day; cleaning, stock counting and cashing up.

Prison Custody Officer at SERCO

(January 2020 – 2022)

Achievements and responsibilities:

* Ensuring the health, safety and wellbeing of both the custodies and officers around me.
* Attempt to reduce re-offending rates by voicing educational and vocational avenues they can take to better their lives.
* Interpersonal Skills
* Strong communication skills
* Teamwork Skills
* Patience, honesty, and full commitment to guarantee that the custodies wellbeing is first priority
* Vigilant, observation skills
* Following procedures and protocols attentively
* Securing keys throughout shifts

**Warehouse Operative (Nights) at Amazon**

(October 2022 – December 2022)

Achievements and responsibilities:

* Picking customers items
* Ensuring quality of service is the main priority and focus
* Using computer systems to carefully select items and guarantee customers orders are placed in the correct totes
* Meeting daily targets

Education

Brentwood County High School

(September 2008 – June 2015)

A-levels**:**

* Sociology –
* English Language –
* English Literature –
* Drama and Theatre Studies –

****Brentwood County High School****

(September 2008– June 2015)

* 10 GCSEs, grade A-D, including Maths and English

****University of Greenwich****

(September 2016– September 2019)

* BSC Honours in Criminology and Criminal Psychology (2:1)

References

Available upon request